

Limited Lifetime Warranty



Terms and Conditions

Mirage Screen Systems Inc. warrants solely to the original purchaser of Mirage Screens that the screen purchased shall be free from defects in materials and workmanship under normal use for as long as the screen is owned by the original purchaser and until the ownership of the screen is transferred to another. This Limited Warranty does not apply to: (a) damage due to normal weathering, chalking, scratching, fading, corrosive atmosphere contaminants (eg. chemical fumes, pollution, salt), volcanic ash, lightning, windstorms, tornadoes, or any other act of God, explosions, riots, civil disturbances, war, misuse or abuse, or other causes beyond the control of Mirage Screen Systems Inc. b) non residential applications (c) mesh and mesh components; (d) asserted defects caused by modification, misuse, or abuse, or improper maintenance of the screen; (e) asserted defects* involving subjective personal likes or judgments**; (f) defects asserted by any purchaser who did not purchase the screen from an authorized Mirage distributor or dealer in the United States of America or Canada; (g) defects asserted by any purchaser who did not have the screen installed by an authorized Mirage distributor or dealer; or (h) asserted defects caused by doorway conditions beyond the control of Mirage Screen Systems Inc., its authorized distributors and dealers.

Exceptions: *Motors, electrical accessories and manual drives:* Mirage Screen Systems Inc. warrants the electronic motors, electrical accessories and manual drives for a period of five years, commencing from the date of installation for the original purchaser, against failure under expected normal use. Warranty is void if the electrical motor or electrical components are exposed to water, acts of God or abnormal conditions.

*The term "defect" as used in this warranty, is defined as imperfections which impair the utility of the product. Wrinkles in the mesh or puckering along its edges in itself does not constitute a defect.

**Combinations of mesh fabric, fabric production lot, unit size, location and wind conditions may cause variations in the fabric's appearance and smoothness of extension and retraction of unit.

This warranty includes the costs of removal, shipping and installation of the defective materials for a period of one year from the date of original installation by an authorized Mirage distributor or dealer and a lifetime on all parts with the exception of mesh, excluding installation and shipping.

Limitation on Obligations

The obligations of Mirage Screen Systems Inc. hereunder are limited to repair or replacement (at our sole discretion) of affected parts of the screen found to be defective under this Limited Warranty. In no event shall Mirage Screen Systems Inc. be liable for damages of any type, including, but not limited to: economic loss; or any indirect, punitive, special, incidental, or consequential damages of any type, including, but not limited to, time, wages or lost profits, of any nature or kind or for damages to or loss of property, whether caused by negligence or otherwise.

Any implied warranty, is hereby limited in duration to that of the express limited warranty contained in this document, unless a shorter period is permitted by law. This document sets forth the entire liability of Mirage Screen Systems Inc. with respect to Mirage Retractable Screens.

Some states and provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

No Other Express Warranties

The Limited Warranty set forth herein constitutes the entire express warranty and representation of Mirage Screen Systems Inc. with regard to the Mirage Retractable screen product. This Limited Warranty shall be controlling over any conflicting terms and conditions of any purchase orders, contracts or invoices which may be executed in connection with the purchase of Mirage Retractable screens. No representation or warranty made by any Mirage distributor, dealer, agent, representative or employee shall be binding upon Mirage Screen Systems Inc. other than as set forth herein.

Claim Procedures

Before proceeding with a claim, carefully read the preceding warranty to ensure your claim is covered by the terms of the warranty. Ensure the screen has been properly maintained and cleaned in accordance with the recommendations below.

Contact your local authorized Mirage Retractable screen dealer for service - provide proof of purchase and your claim details. Mirage Screen Systems Inc. shall review with the dealer the description of the asserted defect, examine the screen if necessary, and make service, repairs and replacements as appropriate under this Limited Warranty. Mirage Screen Systems Inc. its distributors and dealers will NOT be responsible for removal or shipping costs if this process is not followed.

If you are not satisfied with the service you receive at any point during the claim process, please contact us directly toll free at 855-488-7655.

Care and Maintenance

To help protect your investment and provide for your long term enjoyment of your Mirage Screen, the following recommendations are provided:

- Regularly clean the bottom track of debris, small stones and pet hair.
- Annually clean tracks, housing and mesh with warm soapy water and dry with a clean soft cloth
- Following the annual cleaning, lubricate the tracks with a good quality silicone spray lubricant.
- In particularly high traffic or dusty areas, cleaning and lubrication of the track will be needed more frequently.
- If visibility is of concern, decals can be purchased through your local Mirage Dealer. The decal helps to prevent the screen from being accidentally walked into when in use.
- Introduce your pets to the screen and train them to respect it, as you would any other household fixture.
- Retract the screen into its housing when not in use. This will keep the screen from being damaged from the elements and keep it clean.
- Please Note: Combinations of mesh fabric, fabric production lot, unit size, location and wind conditions may cause variations in the fabric's appearance and smoothness of extension and retraction of unit.

The Mirage Screen is designed to be stored away in its protective housing, at the side of the door, when not in use. It is expected that when the wind 'picks up' it be stored away, as is done with items such as patio sun umbrellas.

Usually at such times there is little or no concern with flying insects. If the screen is left in place it is generally for another purpose for which the screen was not specifically designed – such as blocking wind gusts from entering the home or for a sense of security.

While the screen does work well in a moderate breeze, when the wind gusts, it may blow the mesh out of the top and bottom tracks causing wear that is not covered by warranty.



Dated: December 21, 2020